

Figure 1A

## Warranty Managing Process

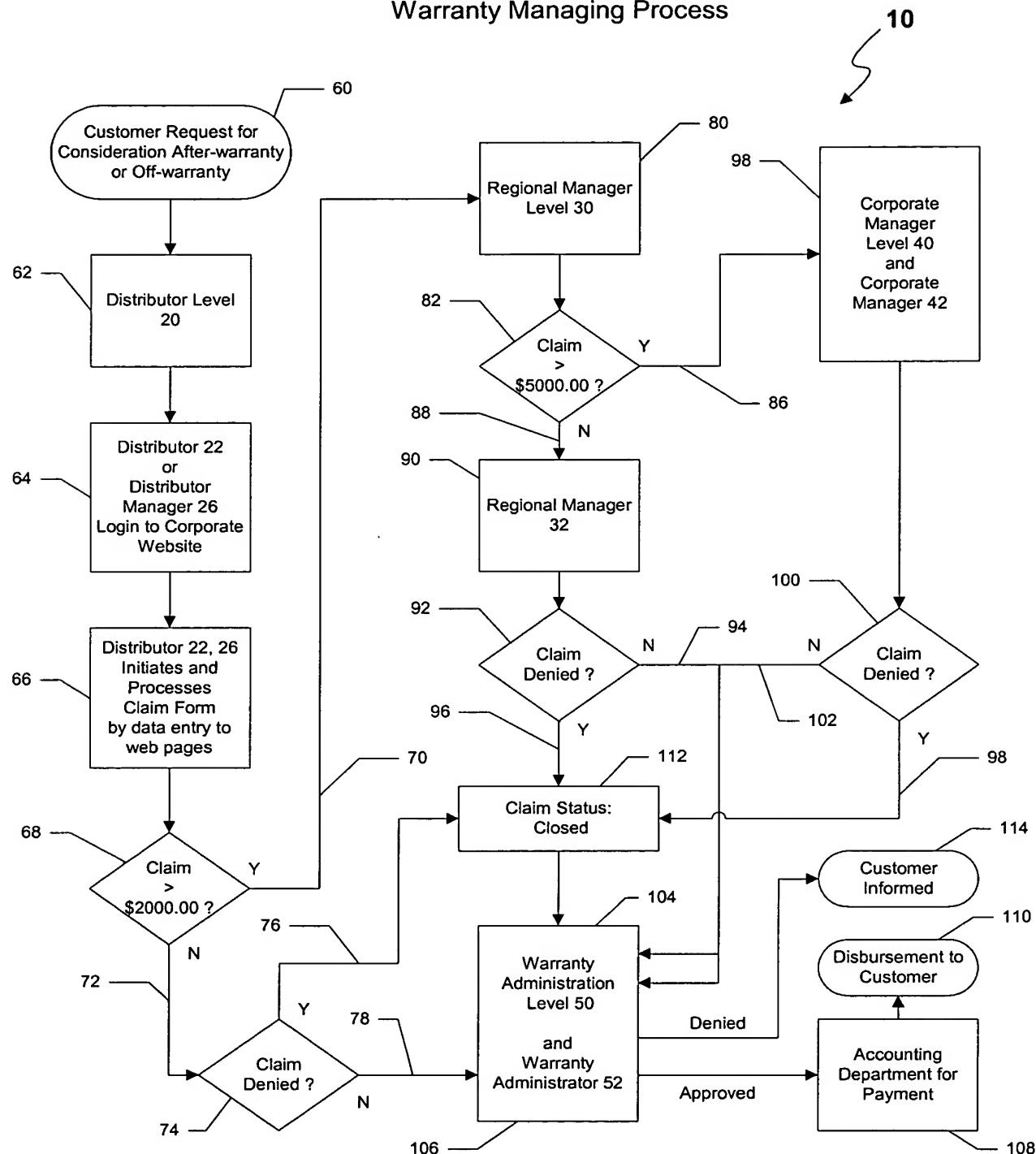


Figure 2

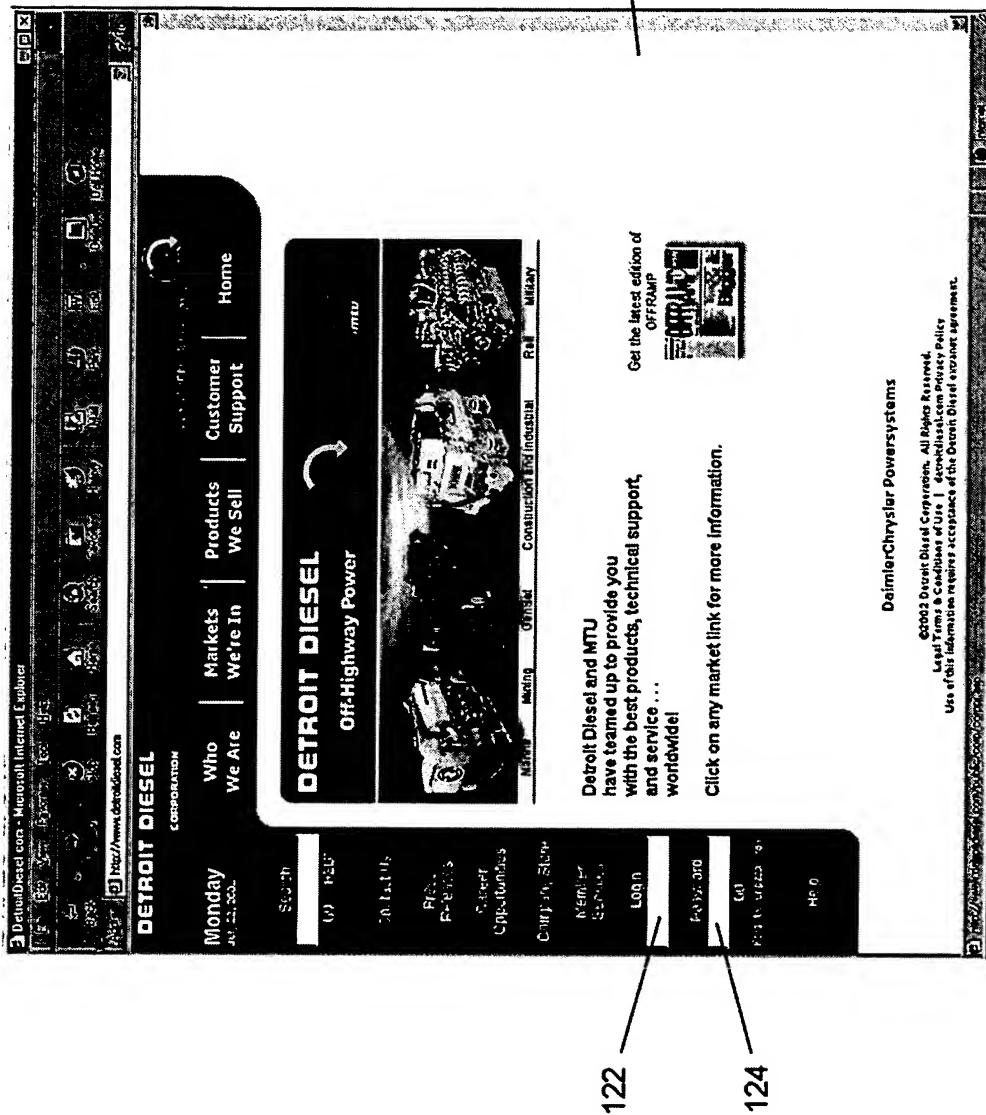


Figure 3

The screenshot shows the Detroit Diesel website with a navigation bar at the top. The main menu includes: Home, Markets, Products, Customer Support, and Home. Below the menu, a banner says "Welcome Jeff Hawn to the Detroit Diesel Extralnet".

The page is divided into several sections:

- e-PARTS CATALOG**: Just click on art or click on the part number to build your shopping cart.
- Enterprise Access**: Gives access to enterprise applications such as Warranty, PowerNet, and DBS.
- Spec Sheets**: Customized Spec Sheets enables you to build engine specification sheets in PDF format.
- Return Parts**: Returns Electronic Policy Sheets, Returns Management System, Mine Activity Reporting, and Diagnostic Intelligence.
- Outlook Web Access**: Provides instant access to pertinent information from your Outlook email or browser. Only is provided to employees only.
- Dealer Support Team**: Provides instant access to pertinent information for the Dealer Support Team Members.
- Mercedes-Benz Engines**: Provides access to MBE000 & MBE-000 information.

On the right side, there are links for "What's New for Distributors", "Supplied Technical Info", and "Supplied Parts".

Annotations with numbers 130, 132, and 133 are present, pointing to the "Enterprise Access", "Spec Sheets", and "Return Parts" sections respectively.

Figure 4

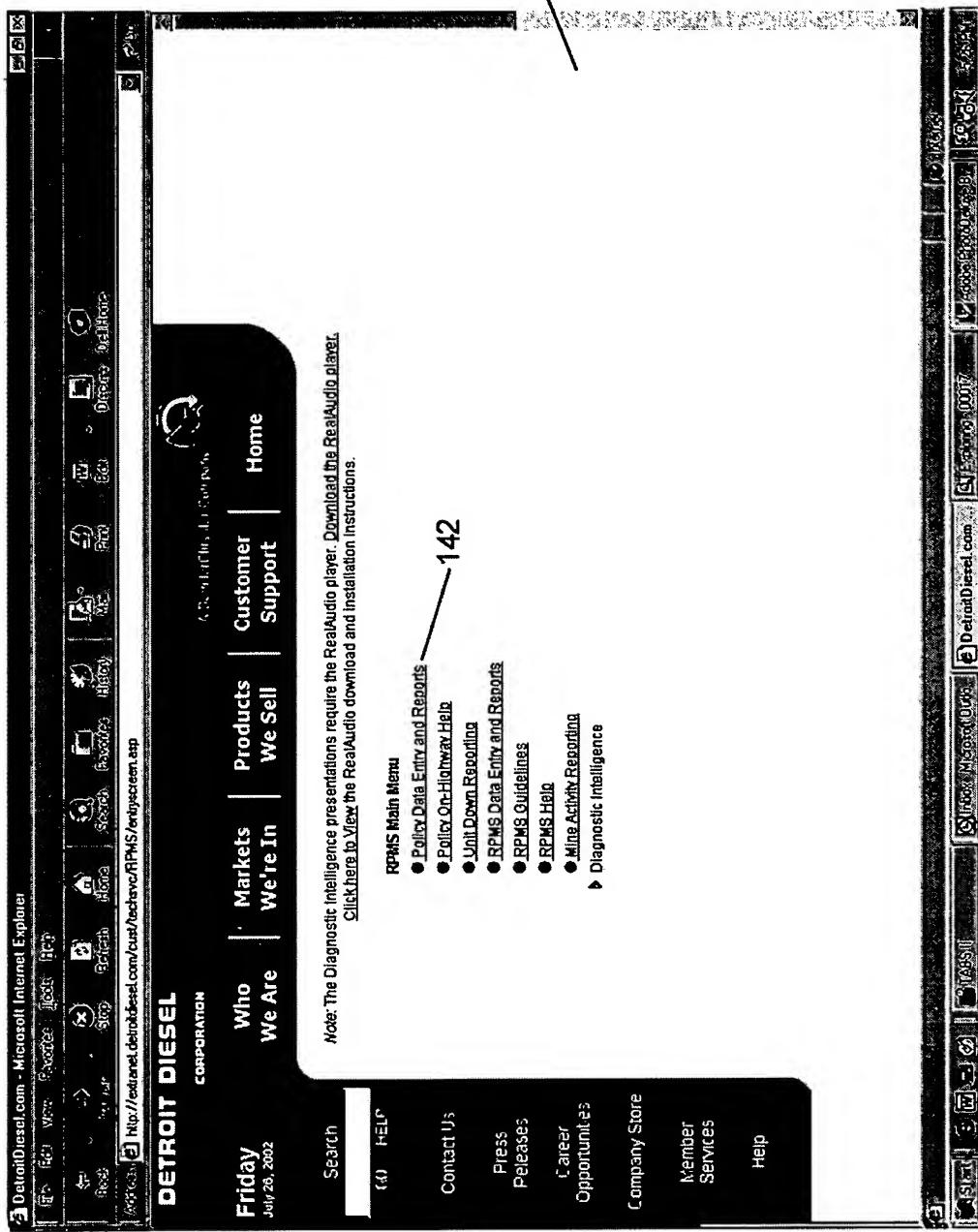


Figure 5

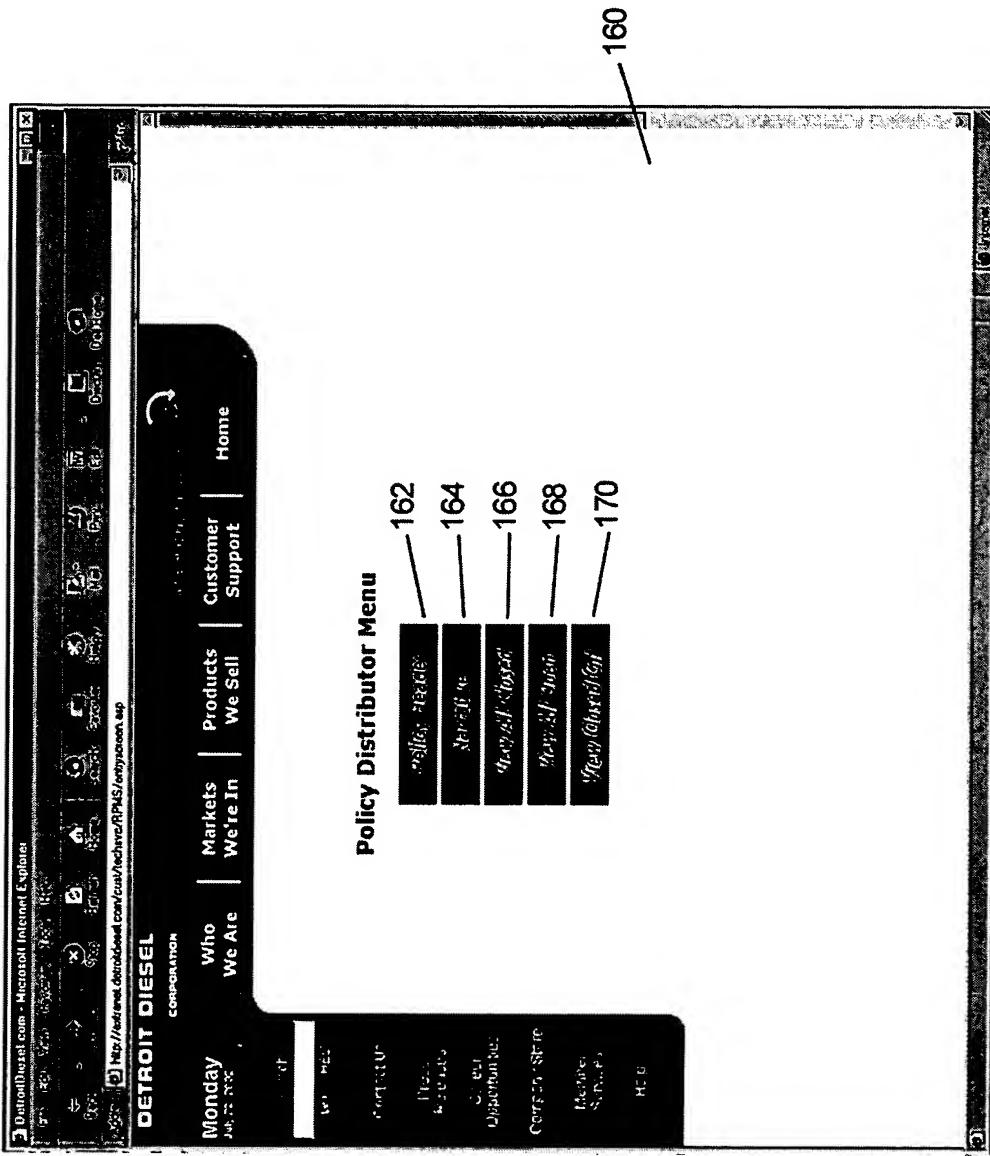


Figure 6

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**DETROIT DIESEL**  
CORPORATION

Monday Who Markets Products Customer Home  
We Are We're In We Sell Support

Status: [Pending Add Info] Notes: [ ]

**Policy Header**

Distributor Code:	93050	RO Number:	
Distributor:	American Power Systems of Belize Ltd.	Dealer Code:	
Engine Serial #:		Date:	7/22/02
Engine Model:		RM Ledger:	[Unknown]
PFP:		Zone:	TBD
PFP Name:		Report By:	Jeri Hawn [ ]
Customer or National Account		Claim No.:	
Delivery Date:		Fail Date:	
Total Engine Miles:		Application:	0 [Unknown]
Engine Application:	On-Highway [ ]	Claim Type:	3-Policy [ ]

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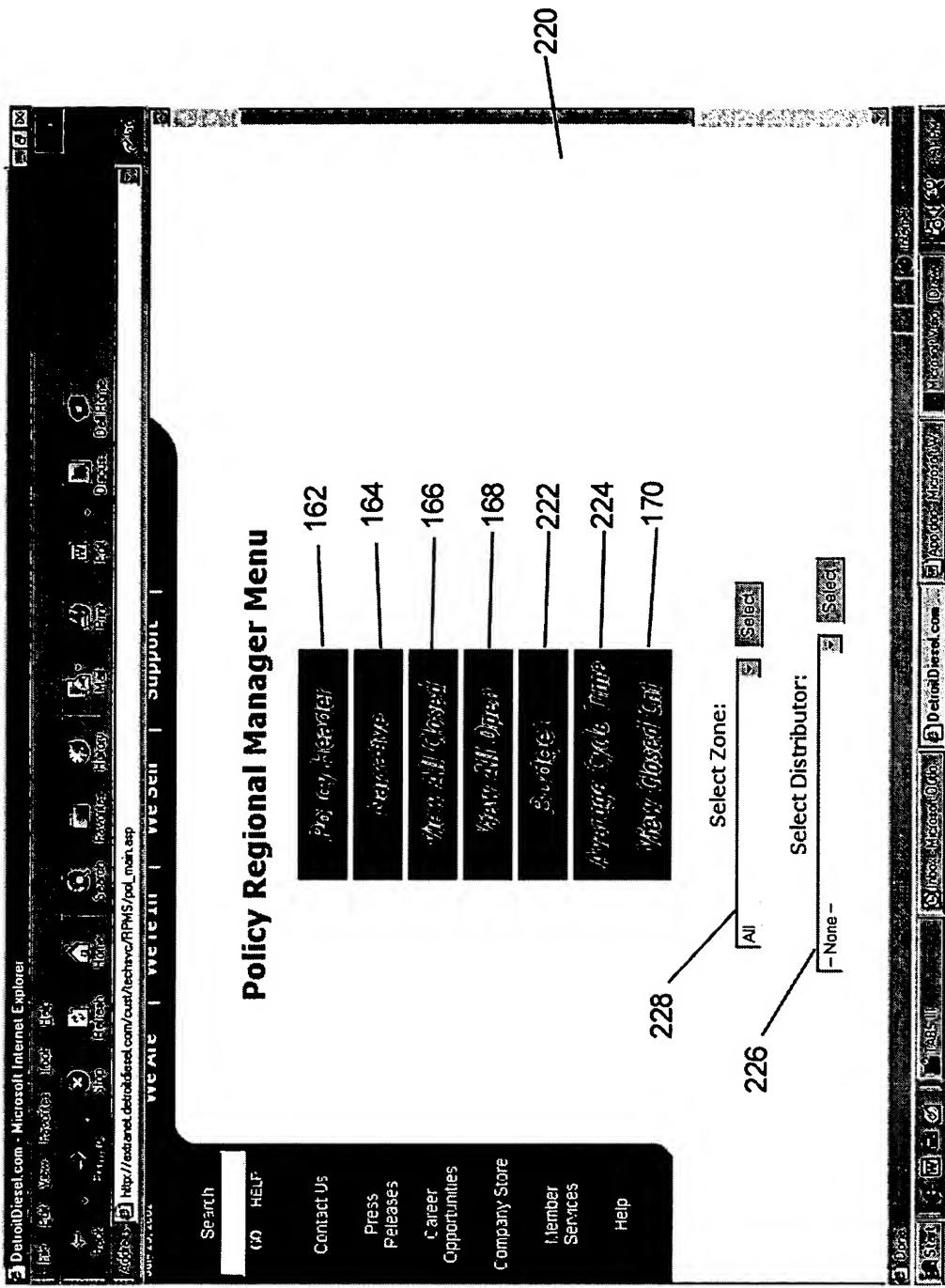


Figure 11

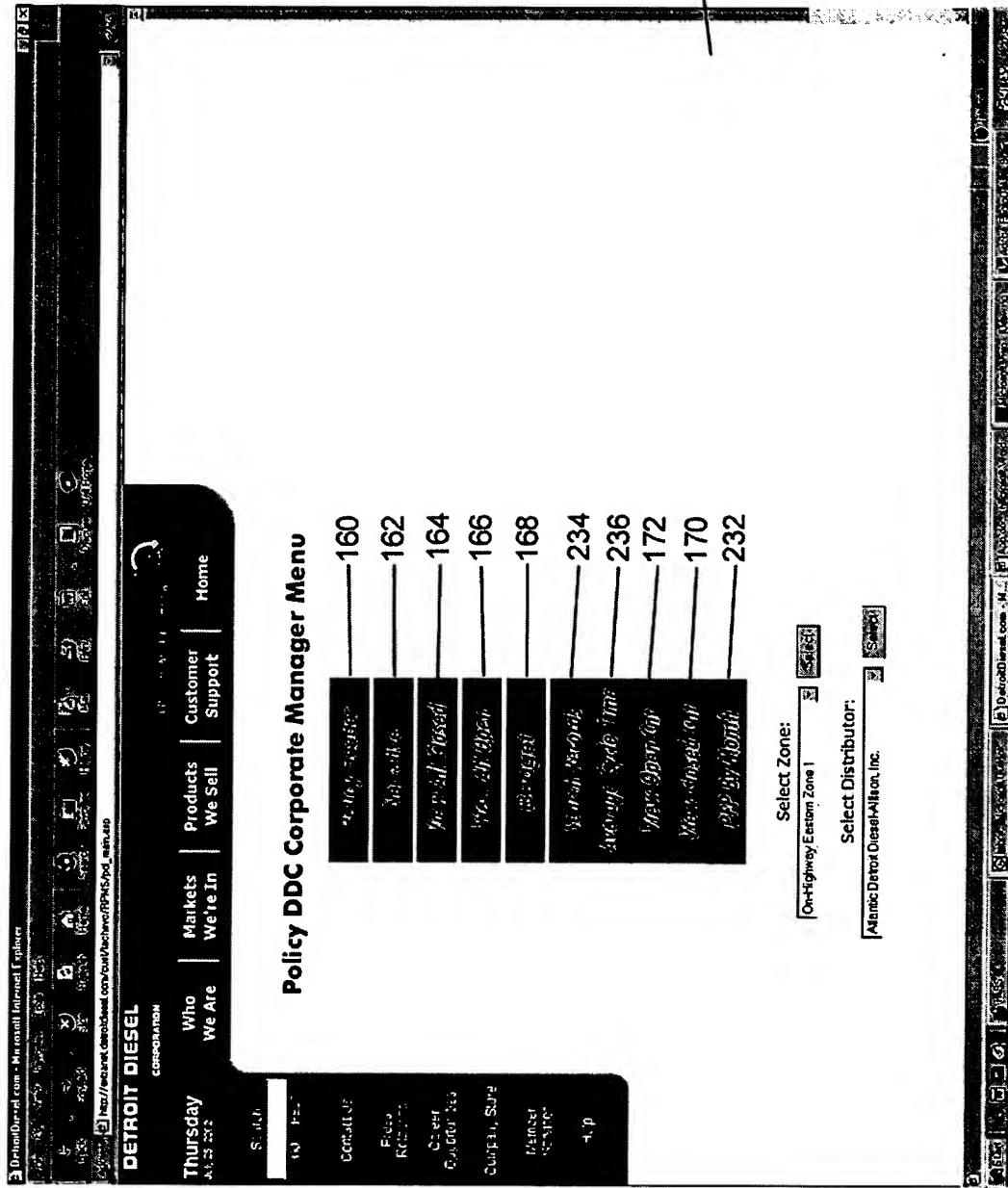


Figure 12

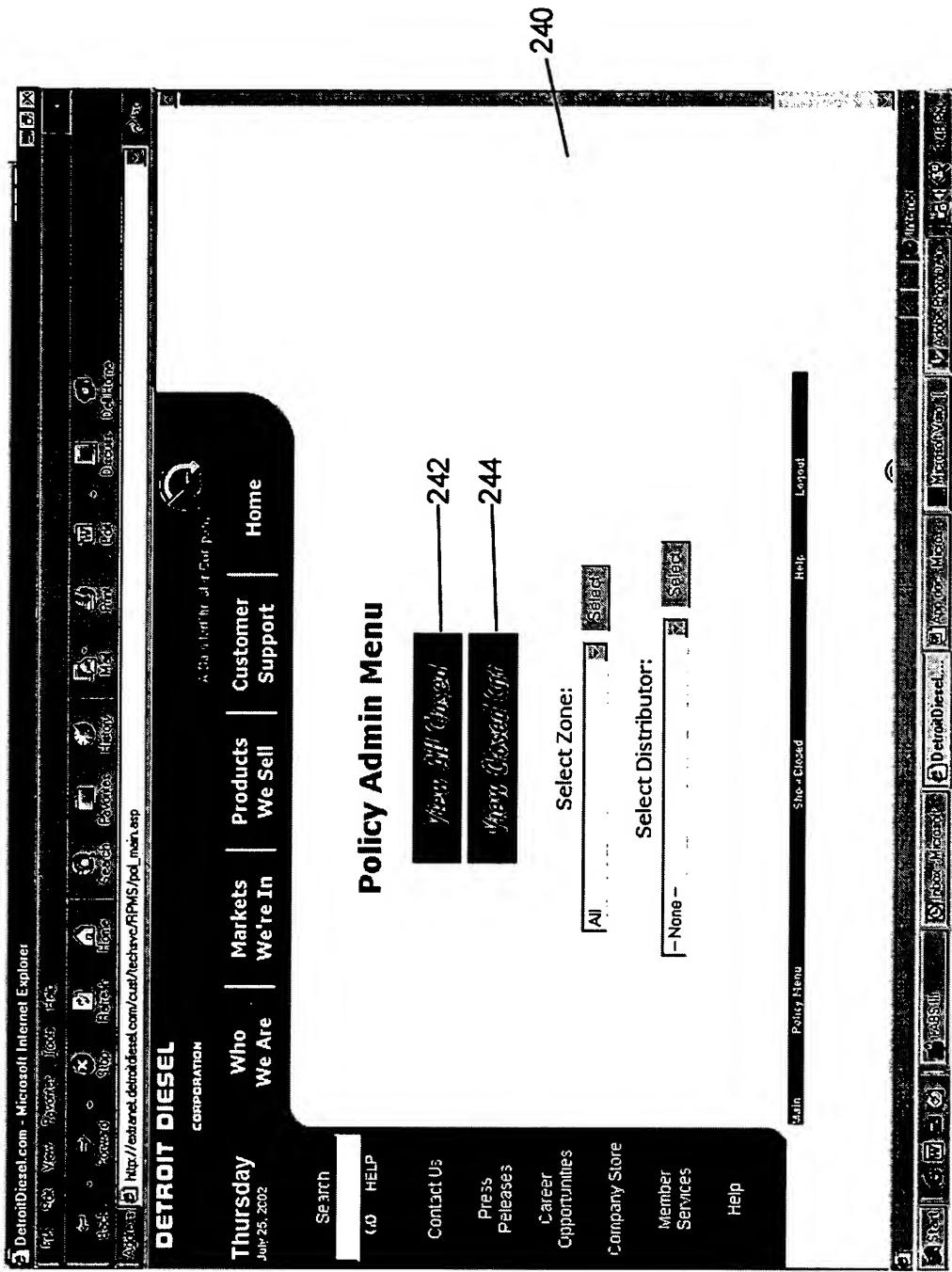


Figure 13